

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064



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February 25, 2008

Ms. Connie Brunn
San Bernardino County Department of Child Support Services
10417 Mountain View Avenue
Loma Linda, California 92354-7474

SUBJECT: SPECIAL IMPROVEMENT PROJECT GRANT SUPPORT

Dear Ms. Brunn:

On behalf of the California Department of Child Support Services (DCSS), I am writing this letter in support of the proposal submitted by the San Bernardino County DCSS to the U.S. Department of Health and Human Services, Office of Child Support Enforcement, for a Special Improvement Project Grant (SIP Grant).

The California DCSS strongly supports the San Bernardino County DCSS proposal to develop an informational video outlining child support and related court process for the target audience, non-custodial parents. Distribution of the video will be accomplished by packaging a DVD with the Summons and Complaint packet. Many non-custodial parents may feel uncertain and apprehensive before a court appearance. The goal of the video is to replace the uncertainty and apprehension with information and confidence. The video encourages the participation of the non-custodial parent by explaining child support processes in a clear, concise manner, including information about the Summons and Complaint, the Family Law Facilitator, the guideline calculator, and establishing paternity. The video will include a court segment that breaks down court processes and offers the non-custodial parent practical information such as what to wear to court and what to expect when they appear.

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The project proposes to test whether alleviating non-custodial parents' anxieties about appearing in court by providing specific and useful information in DVD format, will lead to increased participation in the court process, ultimately resulting in more accurate orders and better payment performance. The innovative proposal will provide a model that can easily and cost effectively be replicated in local child support agencies throughout California for statewide performance improvement.

We are confident that successful implementation of this project will better serve non-custodial parents and will promote increased participation and responsibility.

If you have any questions or concerns, please contact me at (916) 464-5300.

Sincerely,


for DAVID MAXWELL-JOLLY
Director